



## TRANSPORTATION SPECIALISTS position description

<b>Position Title</b>	<b>Practice Manager</b>	
<b>Location</b>	Ponsonby, Auckland	
<b>Responsible to</b>	Nominated Director or Managing Director	
<b>Key working relationship</b>	Business Manager	
<b>Purpose of the position</b>	<p>Flow Transportation Specialists (Flow) takes pride in all that it delivers for its customers striving for service excellence. We provide a premium service to our customers, deliver quality outcomes and as a result, enjoy long lasting relationships.</p> <p>Flow is an organisation that highly values its team, providing support in the development of skills, varied projects and allowing for career progression.</p> <p>To support the Directors in the next phase of business growth, the role of Practice Manager has been established and will be instrumental in driving forward planning supporting business development, developing and imbedding the Flow Ways of Working and ensuring quality and measuring financial performance of the business. This role is equally focused on</p> <ul style="list-style-type: none"><li>• leadership and the development of Flow's practice and market presence, business growth and capability planning, and</li><li>• Flow's ways of working in delivering quality outcomes to customers on time consistently and profitably.</li></ul> <p>The person will have a skillset in business and commercial management, having been leader in a project based business and able to take all levels of an organisation on journey to new ways of working. This role requires autonomy, proactivity, analytical thinking and a high degree of collaboration across all parts of the organisation.</p>	
<b>Key relationships</b>	<b>Internal</b> <ul style="list-style-type: none"><li>• Managing Director</li><li>• Directors</li><li>• Business Manager</li><li>• Senior Leadership Team</li><li>• Income generating staff</li></ul>	<b>External</b> <ul style="list-style-type: none"><li>• Key clients</li><li>• HR Consultants</li><li>• Future staff</li><li>• Contractors</li></ul>

<p><b>Role primary objectives</b></p>	<p><b>Primary objectives – Leadership and Development of Flow Practice and Market Presence</b></p> <p><b>Business and Capability Planning - Support Business and Capability Planning processes by:</b></p> <ul style="list-style-type: none"> <li>• Providing analysis and insights into the process outlining progress to plan, the financial performance of projects, customers and teams.</li> <li>• Facilitating strategic and business planning processes</li> <li>• Maintaining market profile and social media presence</li> <li>• Analysis of performance to P&amp;L and areas for business improvement</li> <li>• Identify areas of success/improvement</li> <li>• Develop and facilitate quarterly calendar of Business and Capability plan review and development</li> </ul> <p><b>Business Growth and Quality - Support Business Development processes by:</b></p> <ul style="list-style-type: none"> <li>• Management of EOI, ROI, RFP and business proposal process ensuring timely and quality outputs, with validated costings, assumptions and risks where appropriate.</li> <li>• Oversight of success/failure of proposals and continual improvement of the process success rate.</li> </ul> <p><b>Operational Governance – Ensure appropriate Operational and Governance processes are in place and adhered to by:</b></p> <ul style="list-style-type: none"> <li>• Developing and implementing Health and Safety policies and standards</li> <li>• Developing and implementing quality assurance policies and standards</li> <li>• Ensuring all compliance requirements and standards are adhered to and audited</li> <li>• Ensuring all IT, premises and staff support is fit for purpose in each location</li> <li>• Ensuring Flow manuals are maintained and understood &amp; used appropriately</li> <li>• Ensuring Flow document templates are kept current &amp; used appropriately</li> </ul> <p><b>Primary objectives – Flow ways of working – Delivering quality outcomes to customers on time, consistently and profitably</b></p> <p><b>Financial Performance and Work planning – Ensuring Projects deliver to agreed financial outcomes by:</b></p> <ul style="list-style-type: none"> <li>• Facilitating forward work planning and resource utilisation</li> <li>• Reviewing profitability of the work portfolio, appropriate work in progress levels and project progress to spend</li> <li>• Identifying corrective actions on projects as required in conjunction with Director required</li> <li>• Providing project financial performance reporting, trending and analysis to appropriate forums</li> <li>• Ensuring all time recording is undertaken, and utilisation targets are met</li> </ul> <p><b>Flow ways of working – Defining and facilitating consistent quality and ways of working by:</b></p> <ul style="list-style-type: none"> <li>• Development and implementation of methodologies fit for the quality standards, work type and financial management of Flow projects</li> <li>• Facilitating implementation and continual adherence to the appropriate methodology</li> <li>• Ensuring work reviews are undertaken at appropriate checkpoints during the project allowing for early course correction if required</li> <li>• Onboarding and induction to all ways of working, policies and Health &amp; Safety</li> </ul> <p><b>Team and Capability Development – Right capability, right skill mix and succession planning through:</b></p>
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<p><b>Key attributes and skills</b></p>	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Able to lead, facilitate and motivate teams</li> <li>• Clarity in communication on expectations</li> <li>• Drive for organisational rhythms and ways of working to be embedded into the organisation</li> <li>• Proactive, autonomous and collaborative</li> <li>• Implements and maintains appropriate standards of professionalism</li> </ul> <p><b>Analytical and Financial Acumen</b></p> <ul style="list-style-type: none"> <li>• Able to analyse financials, trend performance and identify strengths/remedial actions</li> <li>• Manage P&amp;L to budgets</li> <li>• Forecasting and budgeting</li> <li>• Attention to detail and precision</li> </ul> <p><b>Strategy Implementation</b></p> <ul style="list-style-type: none"> <li>• Able to define a direction and follow through on implementation</li> <li>• Collaborate and provide insights within the Senior Leadership team</li> </ul>
<p><b>Qualifications, background and experience</b></p>	<ul style="list-style-type: none"> <li>• Background in construction, engineering or technical industries with proved experience in a dynamic project delivery environment</li> <li>• Experience in a leadership position and a minimum of 7 years with business and management responsibilities</li> <li>• A BCom or equivalent degree with experience in commercial aspects of business management</li> <li>• Proficient in Plain English writing and communication skills</li> <li>• Fully conversant with Word, Excel, Powerpoint etc.</li> </ul>